



YOUR CLIENT ACCOUNT

A TRANSPARENT INSIGHT INTO YOUR FINANCES,
INSTANTLY ACCESSIBLE AND ALL ONLINE

- ▶ your pensions, savings and investments
- ▶ all online, in one place
- ▶ information at your fingertips, 24/7
- ▶ visibility and control for you
- ▶ an end to lorry loads of paperwork

LET'S GET STARTED

WHY NOT DOWNLOAD OUR APP?



**It lets you manage your account
on tablet or smartphone.**

Available to download once you're
all set up. Simply search for "City
Life" in your app store.

WHAT TO EXPECT

1. OPENING YOUR ONLINE ACCOUNT

Like opening any account, we need some information to get you set up and arrange your login details. We'll do that once we've received:

- ▶ Your completed plan application form, including your mobile number and email address.
- ▶ Your personal ID documents (if we haven't already seen these).
- ▶ The money you are investing

2. GETTING STARTED

Once all the arrangements are made, we'll send you a temporary password by text, and a Self Service ID and link to your account by email. At first login you'll be asked to change your password to something more memorable for you, and you're ready to go.

Your temporary password for your City Life Ltd account is CVCXEFUQ (case sensitive). It expires in 5 days and replaces all previous passwords.

From: info@citylife.ie
To: joebloggs@abc.ie
CC:
Subject: City Life Ltd account log on details

Thank you for choosing City Life to look after your financial needs. Your new Self Service ID for access to City Life funds platform is 1234567890. You can use your Self Service ID or, if you prefer, your email address to log in.

3. LOGGING IN

Once you are set up, simply use your Self Service ID (or email) and the password you've set, accessing your account through the email link we sent you.

Even better, use our app. It includes a fingerprint login feature, giving you added security and peace of mind.

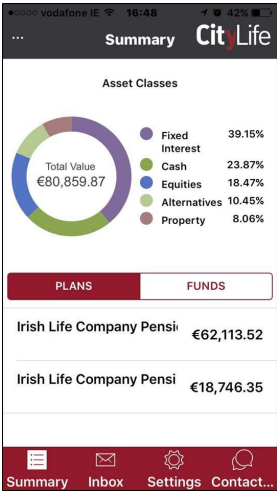


USING YOUR ACCOUNT

A key benefit of your account is visibility and control over all your investments, in one place. Here are some of the things you can do.

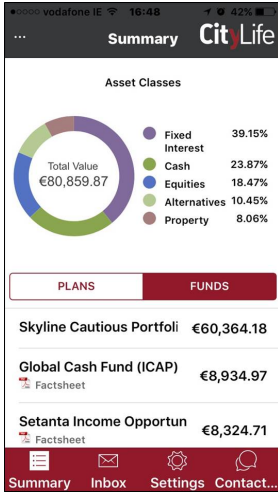
Check your latest portfolio value

It's natural to want to keep track of how your portfolio is doing and its current value. Your account lets you do that any time, through a clear, visual summary of your finances.



Review your funds

It's easy to look up details of the funds you are invested in.



Keep things up to date

From your personal details to the notifications we send you, your account gives you visibility and control.

The screenshot shows the 'Notifications' screen of the Cit Life app. At the top, it displays 'Notifications' and the Cit Life logo. Below this is a section titled 'CONTACT' with fields for 'Email' (sampleperson@email.ie) and 'Mobile phone number' (012345678). Below this is a section titled 'NOTIFICATION SETTINGS - EMAIL' with two rows of settings for '12345671 - Irish Life Com...' and '12345672 - Irish Life Com...', each with a toggle switch. Below this is a section titled 'NOTIFICATION SETTINGS - SMS' with two rows of settings for '12345673 - Irish Life Com...' and '12345674 - Irish Life Com...', each with a toggle switch. At the bottom is a navigation bar with icons for Summary, Inbox, Settings, and Contact...

Access all of your plan documents

Your account includes a secure online document that over time also builds up a complete record of all your portfolio documents, from records of our initial conversations to your annual statements.

The screenshot shows the 'Inbox' screen of the Cit Life app. At the top, it displays 'Inbox' and the Cit Life logo. Below this is a search bar. Below the search bar is a list of documents. Each document entry includes an icon, the document title, the document type, and the date. The documents are: 'Outgoing Correspondence' (City Life - Personal Pension, 01/10/2016), 'Outgoing Correspondence' (City Life - Personal Invest..., 01/10/2016), 'Premium Billing Letter' (City Life - Personal Pension, 01/09/2016), 'Premium Billing Letter' (City Life - Personal Invest..., 01/09/2016), 'Premium Billing Letter' (City Life - Personal Pension, 01/08/2016), 'Premium Billing Letter' (City Life - Personal Invest..., 01/08/2016), and 'Annual Benefit Statement' (City Life - Personal Pension, 01/04/2016). At the bottom is a navigation bar with icons for Summary, Inbox, Settings, and Contact...

Document Title	Document Type	Date
Outgoing Correspondence	City Life - Personal Pension	01/10/2016
Outgoing Correspondence	City Life - Personal Invest...	01/10/2016
Premium Billing Letter	City Life - Personal Pension	01/09/2016
Premium Billing Letter	City Life - Personal Invest...	01/09/2016
Premium Billing Letter	City Life - Personal Pension	01/08/2016
Premium Billing Letter	City Life - Personal Invest...	01/08/2016
Annual Benefit Statement	City Life - Personal Pension	01/04/2016

THE PAPER-FREE APPROACH

We'll set your online account to be paperless unless you specifically tell us you want your ongoing documents to be sent to you in the post.

Why? Because it's an environmentally conscious choice and it means you'll always get instant access to your documents as soon as they are available.

No more waiting
for the post to arrive.

KEEPING YOU INFORMED

You can log in to your account at any time, but to make sure you don't miss anything important we will send you an email and a notification each time a new document is uploaded for your attention.

**It is all part of our modern, flexible
investment service.
Get in touch to find out more.**

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